



Department of Managed Health Care

JOB OPPORTUNITY

GRAY DAVIS, Governor

MARIA CONTRERAS-SWEET, Agency Secretary

Release Date: January 18, 2001

CLASSIFICATION: ASSOCIATE GOVERNMENTAL PROGRAM ANALYST (1 Position, Perm/Full Time)

FINAL FILE DATE: Until Filled

SALARY: \$3915 - \$4759 (Per Month)

LOCATION: HMO Help Center (7667 Folsom Boulevard; Sacramento)

DUTIES AND RESPONSIBILITIES:

Under general direction of the Assistant Deputy Director (HMO Help Center), the Associate Governmental Program Analyst (AGPA) will work in the Division of Complaint Response and Resolution performing the more complex analytical duties. Duties include, but are not limited to the following: development and implementation of program operational procedures and processes. Prepares instruction pamphlets and forms. Develops program analysis methods, such as metrics/reports used to assess program effectiveness. Develops desktop procedures and scripts to be utilized by the call center staff for software products and system requirements. Provides extensive training and consultation to the HMO Help Center staff, as it relates to new procedures and practices. Evaluates the effectiveness of the Center's procedures, systems and practices. Monitors the development and implementation of the system enhancements relative to each approved recommendation and subsequent operational changes. Works with other divisions and external vendors to develop procedures to transmit workflow. Other duties include legislative bill analysis, as well as, providing analysis of program and system impact of legislative changes. Provides support to management in adjusting to the impacts of legislation, and reviews legislative analysis completed by staff for consistency with Department policies.

DESIRABLE QUALIFICATIONS:

- ✓ Strong background in Information Technology.
- ✓ Ability to communicate well; both orally, and in writing.
- ✓ Ability to adjust to shifting priorities and meet stated deadlines.
- ✓ Service oriented with good interpersonal skills.
- ✓ Ability to exercise a high degree of initiative, independence, and flexibility.
- ✓ Excellent attendance and dependability.
- ✓ Willingness to work under pressure.

WHO MAY APPLY: State employees, who are currently in the above classification, have list eligibility for appointment or have transfer eligibility are encouraged to apply. Appointment is subject to SROA. **ONLY THOSE BEST QUALIFIED WILL BE INTERVIEWED.** For further technical information regarding the position, please contact Marlette Clark at (916) 229-0460. **SEND A COMPLETED APPLICATION/RESUME TO THE PERSON AND ADDRESS PROVIDED BELOW** (please include your social security number for eligibility verification and indicate the RPA#00-268 under the job title).

SUBMIT APPLICATION AND/OR RESUME TO:

Department of Managed Health Care
Attention: Marlette Clark
980 9th Street, Suite 500
Sacramento, CA 95814

California Relay Service: Voice Line: 1-800-735-2922
TDD User: 1-800-735-2929

RPA#00-268 JF

AN EQUAL OPPORTUNITY EMPLOYER – EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, AGE, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, OR SEXUAL ORIENTATION.